

911 Emergency Response Advisory Committee

****Draft Meeting Minutes****

Thursday, January 19, 2023

2:00 p.m.

**Washoe County Administration Complex
1001 East Ninth Street, Reno, Nevada
Building A – Second Floor Caucus Room**

MEMBERS

Joseph Robinson, City of Reno, Chair
Jamie Rodriguez, Washoe County, Vice-Chair
Doug Campbell, City of Sparks
Jennifer Felter, Washoe County
Chris Ketring, Washoe County
Kevin Jakubos, City of Sparks
Lisa Rose-Brown, City of Sparks
Cody Shadle, City of Reno
Christopher Szabo,
Washoe County School District
Jeff Voskamp, City of Reno

This meeting was held at and physical location with a teleconference option.

Committee website:

http://www.washoecounty.gov/technology/board_committees/911_response/index.php

AGENDA

1. CALL TO ORDER AND DETERMINATION OF QUORUM [Non-action item]

The meeting was called to order at 2:00 p.m.

PRESENT

Doug Campbell
Jennifer Felter
Chris Ketring
Kevin Jakubos
Joseph Robinson
Jamie Rodriguez
Lisa Rose-Brown
Cody Shadle

City of Sparks (Municipal Court)
Washoe County (Sheriff)
Washoe County (At-Large)
City of Sparks (At-Large)
City of Reno (Police)
Washoe County (At-Large)
City of Sparks (Police)
City of Reno (Municipal Court)

ABSENT

Christopher Szabo
Jeff Voskamp

Washoe County School District
City of Reno (At-Large)

Jennifer Gustafson, Deputy District Attorney, Washoe County Deputy District Attorney's Office, was in attendance.

2. PUBLIC COMMENTS [Non-action item] – Comment heard under this item will be limited to three (3) minutes per person and may pertain to matters both on and off the 911 Emergency Response Advisory Committee agenda. Comments are to be made to the 911 Emergency Response Advisory Committee as a whole.

There was no response to the call for public comment; no emails had been submitted prior to the meeting.



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3. **ELECTION OF OFFICERS** [For Possible Action]

a. Chair (Washoe County)

Joe Robinson, City of Reno, nominated and moved to elect Jamie Rodriguez, Washoe County, as Chair. Member Rodriguez accepted the nomination. Cody Shadle, City of Reno, seconded the motion. There were no further nominations and no response to the call for public comment. Upon a call for a vote, the motion carried unanimously.

b. Vice-Chair (City of Sparks)

Kevin Jakubos, City of Sparks, nominated Doug Campbell, City of Sparks. Member Campbell declined the nomination expecting to retire soon. Cody Shadle, City of Reno, nominated and moved to elect Lisa Rose-Brown as Vice-Chair. Member Rose-Brown accepted the nomination. Jenn Felter, Washoe County, seconded the motion. There were no further nominations and no response to the call for public comment. Upon a call for a vote, the motion carried unanimously.

Member Rodriguez assumed the role of Committee and meeting Chair.

4. **APPROVAL OF NOVEMBER 17, 2022, MINUTES** [For Possible Action] – Committee members may identify any additions or corrections to the draft minutes as transcribed.

Jenn Felter, Washoe County, moved to approve the November 17, 2022, minutes, as written. Cody Shadle, City of Reno, provided the second. There was no response to the call for public comment. Upon the call for a vote, the motion carried unanimously.

5. **FINANCIAL SUMMARY** [Non-action item] – A review of the current Financial Summary. *Sara DeLozier, Washoe County Technology Services*

Sara DeLozier, Washoe County Technology Services, reviewed the January 2023 Summary indicating there was approximately \$1,035,884 available budget; any unused budget can be made available in the next budget year. In response to a question, it was clarified that the Seminars and Meeting line includes conference registration, membership and training expenses. Revenue is projected to be close to budget.

6. **FISCAL YEAR 2023/2024 BUDGET PROPOSAL** [For Possible Action] – A review, discussion and possible action to recommend that the Board of County Commissioners approve and/or approve with modifications the proposed Fiscal Year 2023-2024 E911 budget. *Quinn Korbolic, Washoe County Technology Services*

Quinn Korbolic, Washoe County Technology Services, review the [staff report](#) and [presentation](#) for this item. He shared that if the full FY23 and full FY24 were spent, the fund would fall below the previously agreed to \$500,000 minimum. Contracted items, telephones, travel, training, memberships and expected costs associated with the CAD system and Fire Station Alerting were included. Committee members were also asked to provide other FY24 items the agencies were planning for that would be a new expense. The \$175,000 without a notation is for Radio Consoles for the City of Reno. It was clarified that no spending on Dispatch consoles for

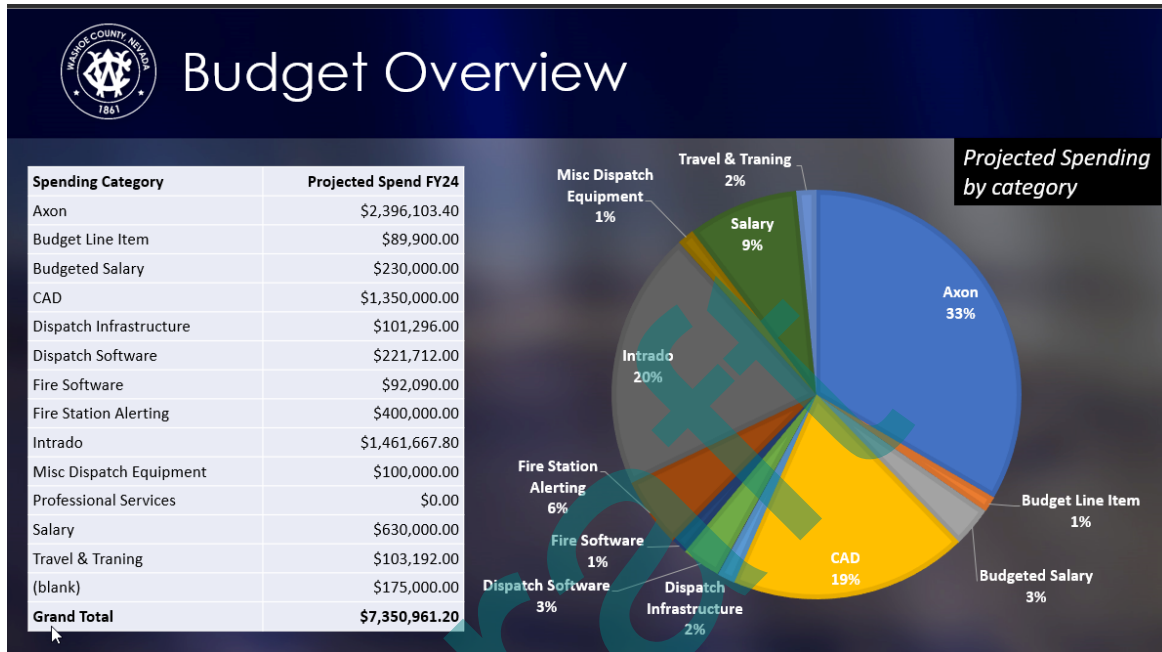
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Truckee Meadows Fire Protection District in FY24. Their Fire Station Alerting is scheduled to be completed in FY23. If that occurs, the \$400,000 budgeted in FY24 would be available for other expense or reimbursement considerations, or it could be directed to support the fund balance.



Chair Rodriguez asked if the multi-year forecast still had the fund expected to be in the red. Mr. Korbolic shared that there are uncertainties and considerations impacting the forecast including decisions relating to a public safety center, the CAD system implementation, Intrado contract increases, the possible increase in the surcharge, the need to prioritize fund usage, and legislative or FCC impacts. The CAD system contribution was reduced to \$1.25 million for FY24 and \$1.25 million was added to the FY25 for it to spread that expense out. It was recommended that all agencies consider having a contingency plan should the fund no longer be able to fund the body and fleet camera programs, either in part or whole. The FY24 budget includes planning for two new positions to support the CAD project as recommended; if those were not approved, that would also provide additional budget flexibility. The fund balance is an estimate and will have a better number early in FY24.

Jenn Felter, Washoe County, questioned the possibility of adopting an approach to partially fund items at the beginning of year and then revisiting available budget toward the end of the year for additional reimbursements. She spoke to the need to plan for increased contract charges for Intrado due to the new program and new technology for the PSAPs.

Joe Robinson, City of Reno, inquired as to when the Committee may need to address not having enough available budget to fund the Axon contracts. Mr. Korbolic indicated that it may be a conversation to consider as soon as FY24. He indicated that should all of FY23 and all of FY24's budgets be depleted, the fund would have only about \$80,000 available. It is not expected that all of both budgets will be spent entirely. If Truckee Meadows Fire Protection District's Fire Alerting project is completed in FY23, there will be \$400,000 in FY24's budget that is not designated to a project. Once the new CAD system is in place, there will be annual maintenance costs of approximately \$1 million per year.

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Cody Shadle, City of Reno, moved to make a recommendation to approve the proposed Fiscal Year 2023-2024 E911 budget. Jenn Felter, Washoe County, seconded the motion. There was no further Committee discussion or response to the call for public comment. Upon the call for a vote, the motion carried unanimously.

- 7. E911 FIVE-YEAR MASTER PLAN IMPLEMENTATION UPDATE** [Non-action item] – A review and discussion on E911 Five-Year Master Plan implementation activities to date, to include but not be limited to discussion of PSAP Metrics tracking and reporting; a structured process for purchase authorization and funding priorities; Next Generation 911 readiness assessment; tactical and long-range back-up strategies; recent and ongoing FCC activity related to 911; and a review of any 911-related activity at the 2023 Nevada Legislature. *Stuart Cronan, Galena Group, Inc.*

Stuart Cronan, Galena Group, Inc., reviewed the [presentation](#) for this item focusing on Tasks 1-4 and the steps and progress towards completing each.

Task 1 -Develop a Process and Format with PSAP Management to Track and Report PSAP Metrics to the Committee

Status:

Plan to meet with PSAP managers by first week in February:

- Finalize process and resources needed for acquiring information
- Develop and finalize format to be presented
 - Present to 9-1-1 Committee and define meaning of the presented information and possible relationship in funding of various 9-1-1 technologies.
- Goal is to have first presentation to Committee in March, 2023

Task 2 -Establish a Structured Process for Purchase Authorization and Develop Funding Priorities

• +90% complete: Presented, September 15th, 2022 Committee Meeting

- Defined acceptable and not acceptable expenses under applicable County, State and Federal rules, policies, and legislation.
- Presented the differences between various regulations and policies.
- Categorized the current list of proposed Committee funding items into previously defined "acceptable" and "not acceptable."

Still in progress:

- Finalize the draft versions of the definitions, regulation analysis, and the draft of the categorized potential allowable and not allowable items. (need to format and finalize the information)
- Coordinate and facilitate sessions presenting the definition of acceptable and not acceptable expenses, analysis of the regulations, and gaining concurrence with a prioritization of the Committees fundable list.

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Task 3 -Provide Assessment of NG9-1-1 Readiness and Present Status of Current Upgrades

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- The Assessment will include ability to handle call routing, resiliency, CAD interface capabilities, and capacity to leverage the latest in new or developing technologies. We will also investigate local, regional, and State initiatives, plans or developments toward implementing an ESInet and NGCS functionality.
- Ongoing review of NENA i3, APCO, NG911 Institute, NFPA and other standards.
- **Intrado was recently invited to provide a presentation on their product direction and how it meets i3 and other standards.**
 - Not confirmed as of today but may present / discuss their "roadmap" at the March 2023 meeting, or we may have a special meeting for that purpose.
 - Audience is anyone who would like a better understanding of the current design, and path ahead for NG911.

MAY 2023 Completion of Task 3

Task 4 -Develop *Tactical* (Current Design/Needs) and Prepare for Long-Term (Future) PSAP Backup Strategies

- Task was paused due to:
 - Governance and CAD talks that were underway
 - Direction Reno PSAP is taking
 - Restarted task – focus on tactical plan
- Restarted task activity with current PSAP configuration as basis of tactical plan and possible approaches to meeting current operational needs
- Outcome directly affects approach to the tactical and long-range back-up strategies
- **Estimate June 1 completion**

Mr. Cronan shared there hadn't been much change to the FCC guidance since the last guidance provided in the January amendment. Washoe County is not in alignment with the federal rules; it is not clear what the direction for enforcement is. He recommended getting ahead of the issue. He spoke to the FCC's annual report which collects information concerning the use of Surcharge funds. As of January 3, 2023, there didn't appear to be any Bill Draft Requests (BDRs) impacting the surcharge.

8. Consent Items [For Possible Action]

- REQUEST FOR REIMBURSEMENT FOR CITY OF RENO DISPATCH PUBLIC SAFETY ANSWERING POINT ("PSAP") – POLY QUICK DISCONNECT INLINE MUTE SWITCHES** [For Possible Action] – A review, discussion, and possible action to make a recommendation to approve, deny, or otherwise modify a request to reimburse the costs associated with the purchase of ten Poly Quick Disconnect In-line Mute Switches, for an amount not to exceed \$140.60. *Sara Skroch, City of Reno*
- REQUEST FOR REIMBURSEMENT FOR CITY OF RENO DISPATCH PUBLIC SAFETY ANSWERING POINT ("PSAP") – PRO-QA EFD-Q CERTIFICATIONS** [For Possible Action] – A review, discussion, and possible action to make a recommendation to approve, deny, or otherwise modify a request to reimburse the costs associated with the Priority Dispatch EFD-Q online certification for two staff members, for an amount not to exceed \$1,100. *Cody Shadle, City of Reno*

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- c. **REQUEST FOR REIMBURSEMENT FOR CITY OF RENO DISPATCH PUBLIC SAFETY ANSWERING POINT ("PSAP") – PRIORITY DISPATCH AI SkillLAB TRAINING HOURS** [For Possible Action] – A review, discussion, and possible action to make a recommendation to approve, deny, or otherwise modify a request to reimburse the costs associated with the purchase of 100 credit hours of Priority Dispatch's AI SkillLab to supplement staff training associated with the implementation of Emergency Medical Dispatch protocol software, for an amount not to exceed \$2,000. *Cody Shadle, City of Reno*
- d. **REQUEST FOR REIMBURSEMENT FOR CITY OF RENO DISPATCH PUBLIC SAFETY ANSWERING POINT ("PSAP") – NENA NG911 STANDARDS AND BEST PRACTICES CONFERENCE** [For Possible Action] – A review, discussion, and possible action to make a recommendation to approve, deny, or otherwise modify a request to reimburse the costs associated with sending one attendee to the NENA NG9-1-1 Standards and Best Practices Conference, currently scheduled, but subject to change, in Clearwater, Florida, on January 16-19, 2023, in an amount not to exceed \$2,800. *Cody Shadle, City of Reno*
- e. **REQUEST FOR REIMBURSEMENT FOR CITY OF RENO DISPATCH PUBLIC SAFETY ANSWERING POINT ("PSAP") – NENA and APCO MEMBERSHIPS** [For Possible Action] – A review, discussion, and possible action to make a recommendation to approve, deny, or otherwise modify a request to reimburse the costs associated with the purchase of FY23 annual group membership fees for National Emergency Number Association (NENA) and Association of Public-Safety Communications Officials (APCO), for an amount not to exceed \$4,820. *Cody Shadle, City of Reno*
- f. **REQUEST FOR REIMBURSEMENT FOR CITY OF RENO DISPATCH PUBLIC SAFETY ANSWERING POINT ("PSAP") – DISPATCH RADIO EQUIPMENT** [For Possible Action] – A review, discussion, and possible action to make a recommendation to approve, deny, or otherwise modify a request to reimburse the costs associated with the purchase of seven mini-lapel microphones, seven tube and ear tip assemblies and fifteen rechargeable lithium ion batteries for use with Dispatch radios used for backup and emergency operations, for an amount not to exceed \$3,500. *Elaina Hooper, City of Reno*

Jenn Felter, Washoe County, requested Item 8g of this agenda be removed from the Consent Agenda to allow for discussion. Joe Robinson, City of Reno, moved to make a recommendation to approve Consent Items 8a-8f. Lisa Rose-Brown, City of Sparks, provided the second. There was no response to the call for public comment. Upon the call for a vote, the motion carried unanimously.

End of Consent Items

- 8g. **REQUEST FOR REIMBURSEMENT FOR THE CITY OF SPARKS DISPATCH PSAP – CONSOLE CLEANING** [For Possible Action] – A review, discussion, and possible action to make a recommendation to approve, deny, or otherwise modify a request to reimburse the costs associated with Evans Care console cleaning and maintenance, for an amount not to exceed \$5,000.00. *Lisa Rose-Brown, City of Sparks*

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Through Committee discussion, it was clarified this was a new expense for the City of Sparks and had not been previously requested for fund reimbursement. The vendor noted is a third-party vendor. Jenn Felter, Washoe County, and Cody Shadle, City of Reno, voiced support for the City of Sparks choosing the service but saw it as an appropriate cost for the agency to absorb.

Joe Robinson, City of Reno, moved to make a recommendation to deny the request to reimburse the costs associated with Evans Care console cleaning and maintenance, for an amount not to exceed \$5,000.00. Cody Shadle, City of Reno, provided the second. There was no further committee discussion or response to the call for public comment. Upon a request for a rollcall vote, the motion to deny carried with seven in support and one opposed (Lisa Rose-Brown, City of Sparks); one voting member absent.

Items in FY23 Budget Projections

9. **REQUEST FOR REIMBURSEMENT FOR THE CITY OF RENO – AXON FLEET CONTRACT YEAR TWO (FY23) and POLICE EQUIPMENT [For Possible Action]** – A review, discussion and possible action to make a recommendation to approve, deny or otherwise modify a request to reimburse the costs associated with the City of Reno's Axon Contract for Fleet Cameras, Year Two (\$227,135.93 FY23) and Police Equipment (\$630), for a total amount not to exceed \$227,765.93. *Rob Larson, City of Reno*

Joe Robinson, City of Reno, moved to make a recommendation to approve the request to reimburse the costs associated with the City of Reno's Axon Contract for Fleet Cameras, Year Two (\$227,135.93 FY23) and Police Equipment (\$630), for a total amount not to exceed \$227,765.93. Cody Shadle, City of Reno, provided the second. There was no further committee discussion or response to the call for public comment. Upon the call for a vote, the motion carried unanimously.

10. **REQUEST FOR REIMBURSEMENT FOR TRUCKEE MEADOWS FIRE PROTECTION DISTRICT – FY23 FIRST DUE FIRE RESPONSE SOFTWARE [For Possible Action]** – A review, discussion and possible action to make a recommendation to approve, deny, or otherwise modify a request to reimburse the FY23 annual cost associated with the First Due Fire Response Software that provides CAD data and routing to responding resources, pre-incident planning and high-risk occupant-related data management for a total not to exceed \$24,727.50. *Dale Way, Truckee Meadows Fire Protection District*

Information about how the software integrates with existing CAD and related systems was discussed. Chris Ketring, Truckee Meadows Fire Protection District, indicated the interface helps inform the responding agencies of any special permits or circumstances to expect such as the existence of chemicals. This year, the plan is to also expand use to include special event permits. It was clarified that the current request includes a newly added module for Permitting.

Jenn Felter, Washoe County, moved to make a recommendation to approve the request to reimburse the costs associated with the FY23 First Due Fire Response Software that provides CAD data and routing to responding resources, pre-incident planning and high-risk occupant-related data management for a total not to exceed \$24,727.50. Kevin Jakubos, City of Sparks, provided the second. There was no response to the call for public comment. Upon the call for a vote, the motion carried unanimously.

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11. **REQUEST FOR REIMBURSEMENT FOR CITY OF RENO PUBLIC SAFETY DISPATCH PSAP – ProQA EMERGENCY SERVICE PLAN (ESP)** [For Possible Action] – A review, discussion and possible action to make a recommendation to approve, deny, or otherwise modify a request to reimburse the costs associated with the purchase of International Academy of Emergency Dispatching - Emergency Service Plan (ESP) Platinum Package, which maintains licensing, updates, and customer support of Fire protocol call taking software in an amount not to exceed \$13,200. *Elaina Hooper, City of Reno*

Joe Robinson, City of Reno, moved to make a recommendation to approve the request to reimburse the costs associated with the purchase of International Academy of Emergency Dispatching - Emergency Service Plan (ESP) Platinum Package, which maintains licensing, updates, and customer support of Fire protocol call taking software in an amount not to exceed \$13,200. Jenn Felter, Washoe County, provided the second. There was no further committee discussion or response to the call for public comment. Upon the call for a vote, the motion carried unanimously.

End of Items in FY23 Budget Projections

12. **REQUEST FOR REIMBURSEMENT FOR NORTH LAKE TAHOE FIRE PROTECTION DISTRICT – FIRST DUE FIRE RESPONSE SOFTWARE** [For Possible Action] – A review, discussion and possible action to make a recommendation to approve, deny, or otherwise modify a request to reimburse the costs associated with the purchase of a one-year contract for First Due fire response software that will interconnect CAD data and routing to responding resources, pre-incident planning and high-risk occupant-related data management for the North Lake Tahoe Fire Protection District for a total first-year cost not to exceed \$11,340. *Ryan Sommers, North Lake Tahoe Fire Protection District*

Chief Ryan Sommers, North Lake Tahoe Fire Protection District, reviewed the staff report for the request noting it is the same software used by other regional fire agencies. Chris Ketrang, Truckee Meadows Fire Protection District, spoke in favor of the request finding it particularly helpful with mutual aid.

There was discussion of the components included in the software invoice, specifically the Personnel Management, Scheduling Integrations and the Implementation and Configuration Services line items. It was shared that the integration with the timecard, personnel management system allowed for accurate daily staffing information to be populated and shared with each apparatus. Lisa Rose-Brown, City of Sparks, requested an itemized invoice with cost per function to better identify which would be considered a CAD function to ensure funds are only being utilized for those. She suggested that if there are items not directly tied to the CAD system and have previously been approved for other agencies for this product, the Committee review those details when the requests are next made.

Cody Shadle, City of Reno, moved to request the item be continued and that North Lake Tahoe Fire Protection District return with an invoice breaking out the costs for each module. Joe Robinson, City of Reno, seconded the motion. There was no further Committee discussion or response to the call for public comment. Upon the call for a vote, the motion carried unanimously.

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- 13. INTRADO CHANGE ORDER FOR POWER911 WORKSTATIONS and BANDWIDTH** [For Possible action] – A review, discussion, and possible action to make a recommendation to the Board of County Commissioners to approve a Change Order to the Intrado Service Order to add three Power911 Workstations (\$3,075/month) and additional A911 network bandwidth (\$2,000/month) for a total annual cost not to exceed [\$60,900]. *Sara Skroch, City of Reno*

Quinn Korbolic, Washoe County Technology Services, indicated this expense had been included in the FY24 budget projections. Lisa Rose-Brown, City of Sparks, moved to make a recommendation to the Board of County Commissioners to approve a Change Order to the Intrado Service Order to add three Power911 Workstations for \$5,075 per month. Kevin Jakubos, City of Sparks, provided the second. There was no response to the call for public comment. Upon the call for a vote, the motion carried unanimously.

- 14. FIRE STATION ALERTING UPDATES** [Non-action item] – A review and informational update on the Fire Station Alerting Projects for City of Reno, City of Sparks, and Truckee Meadows Fire Protection District. *Requested by the City of Sparks*

Kevin Jakubos, City of Sparks, shared the item was planned to be scheduled for the February 13, 2023, City Council agenda and the pricing hasn't changed.

Cody Shadle, City of Reno, shared the City of Reno was moving into implementation with expected go-live March 2023.

Chris Ketring, Truckee Meadows Fire Protection District, shared his agency was awaiting equipment, but most of the wiring has been completed. Installation is expected to be completed fairly quickly once equipment is received, targeting completion by the end of June 2023. There is one station for which a delay may be necessary.

- 15. REGIONAL COMPUTER AIDED-DISPATCH (CAD) SYSTEM REPLACEMENT UPDATE** [Non-action item] – An informational update on the Regional CAD System Replacement Project, including but not limited to discussion of CAD and Records Management System governance. *Quinn Korbolic, Washoe County Technology Services*

Quinn Korbolic, Washoe County Technology Services, shared a letter of intent to negotiate a contract had been issued. Next steps include a review of terms and conditions (legal) and the scope/statement of work. The review of the scope of work is expected to be similarly intensive as the requirements gathering process. Federal Engineering is going to also help with this phase. In parallel, work is being done to draft a governance agreement. In response to a question about timing, it was noted the project is about a year behind schedule with implementation expected to start in July once staffing resources become available and take 18-24 months.

- 16. 911 EMERGENCY RESPONSE ADVISORY COMMITTEE MEMBER AND/OR STAFF ANNOUNCEMENTS, REQUESTS FOR INFORMATION AND SELECTION OF TOPICS FOR FUTURE AGENDAS** [Non-action item] – No discussion among Committee members will take place on this item. The next regular meeting is scheduled for March 16, 2023, 1:30 p.m.

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- Consent Agenda criteria
- Item 12, continued from this agenda
- Surcharge increase update
- Fire Station Alerting update (next or July agenda)

- 17. PUBLIC COMMENT** [Non-action item] – Comment heard under this item will be limited to three (3) minutes per person and may pertain to matters both on and off the 911 Emergency Response Advisory Committee agenda. Comments are to be made to the 911 Emergency Response Advisory Committee as a whole.

There was no response to the call for public comment.

- 18. ADJOURNMENT** [Non-action item]

The meeting adjourned at 3:46 p.m.

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